

# LifeWise Entering San Juan County

## Summary and FAQ

For members being mapped to LifeWise plans from Kaiser plans

### Overview

In 2020, LifeWise will be the only individual Qualified Health Plan offering for San Juan county. Below provides an overview of how customers will be notified, actions required and how LifeWise will support this transition. Please note this is specifically for customers in the *individual* insurance market.

<b>How are customers being notified of this change?</b>	Customers received notification from Kaiser in September letting them know that Kaiser is leaving San Juan County.
<b>What are next steps for customers?</b>	<p>The Washington Health Benefit Exchange (WAHBE) will notify the customer in late October/early November that they are being “mapped” to a LifeWise plan at the same metallic level as the plan they had with Kaiser.</p> <p>If they’re happy with the new plan, they can stay in it. Customers must pay close attention to their mail and make sure to pay their first bill with LifeWise and reset any auto-pay. LifeWise coverage will start Jan. 1, 2020.</p> <p>If customers would like to select a different plan, they can go to <a href="https://www.wahbexchange.org/">https://www.wahbexchange.org/</a> and select a different LifeWise plan.</p>
<b>How can customers find out if their doctor is in the LifeWise network?</b>	<p>Visit our Find Care tool at <a href="https://lifewise.com/find-care">lifewise.com/find-care</a>.</p> <p>Search under the <b>LifeWise Primary</b> network.</p> <p>Browse categories of providers.</p>
<b>How can customers find out about prescription coverage?</b>	<p>Visit <a href="https://lifewise.com">lifewise.com</a> and select “Look for a 2020 plan.”</p> <p>Select a plan.</p> <p>Prescription drug coverage shows within each plan detail.</p>
<b>What about specific prescriptions?</b>	Each plan summary on <a href="https://lifewise.com">lifewise.com</a> has an embedded deep link where customers can do a drug search for their prescription medications.

<p><b>What can customers expect with LifeWise?</b></p>	<p>LifeWise plans were designed specifically for the Individual market to meet our customers' needs.</p> <p>LifeWise gives you freedom with your plan – you can see any provider in the LifeWise Primary network, no referrals required.</p>
<p><b>Anything else customers should be excited about?</b></p>	<p>All LifeWise plans include:</p> <ul style="list-style-type: none"> <li>• No-cost preventive exams, screenings, and vaccinations, as well as a free 24-Hour NurseLine.</li> <li>• Unlimited office visits at a \$30 copay to your designated primary care providers (limit of 3 on catastrophic plan).</li> <li>• Acupuncture, chiropractic, and massage care are available with a copay.</li> <li>• Preferred generic prescriptions are covered with a low copay on most plans</li> <li>• Our discounts program can save you money, including a 17% savings on Fitbit fitness products</li> </ul>
<p><b>How will referrals to UW Medicine work for customers who live on Orcas and Lopez islands?</b></p>	<p>LifeWise is contracted with UW specifically for services provided by the UW clinics on Lopez and Orcas Islands. However, broadly around the State, UW Medicine is <i>not</i> part of the LifeWise network.</p> <p>We have developed a process for customers who receive their primary care on Lopez/Orcas Islands from UW, to “auto-approve” exception requests in the event these customers receive a referral to care through the broader UW Medicine system.</p>